

**METHOD AND SYSTEM FOR PROVIDING ELECTRONIC USER  
ASSISTANCE**

**Abstract of the Disclosure**

5       A system and method for incorporating software modules into a website or other  
information source that is searchable and updateable, which helps to create a dynamic  
user assistance environment. The system searches based on context/category sensitive  
natural language requests. This dynamic environment becomes “smarter” over time and  
will track questions and answers by a number of methods to assure the answers are up to  
10      date and that there is a high confidence match for the user’s inquiry. The entire  
collection of data resides in a centralized location where the information can be  
leveraged to answer a user’s question and aid in the creation of question/answer pairs  
for later use. Additionally, the assistance system supports a method for incorporating  
15      new informational content and answers to unanswered questions, for example by  
authorized support persons, that are categorized and stored in the existing system for  
later reference and use.

20      PATENT

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